

Sources of Help, Advice and Information

The last two years have been stressful for all of us and we may have been unable to meet up with others. St Mark's has been meeting remotely and though we are holding some services in person, some of us may still be anxious and worried about the challenges we are facing. This is a list of local and wider sources of help and advice.

Please remember that the St Mark's Pastoral care team is here for you, in confidence, to provide a listening ear if you are distressed or in need of support. email: jane.aaronson@edinburgh-unitarians.org.uk

Support for Older People

The Age Scotland Helpline is a free, confidential phone service for older people, their carers and families in Scotland. The Age Scotland helpline on 0800 12 44 222 is free to call and available Monday - Friday 9-5pm. Or contact them on

helpline@agescotland.org.uk

<https://www.ageuk.org.uk/scotland/what-we-do/tackling-loneliness/age-scotland-helpline/> You can get advice on benefits and entitlements, local services and opportunities, social care funding and options, housing and staying warm, and legal issues like power of attorney.

The Age Scotland also operate a Friendship Line through the same number which is also open Monday to Friday 9 a.m. – 5 p.m. You can call the Friendship Line about absolutely anything. With Age Scotland, you are not alone. Age Scotland is there to listen, provide friendship and offer support, because words matter.

Find out more on <https://www.ageuk.org.uk/scotland/what-we-do/tackling-loneliness/friendship/>

Benefits, Money Worries and Legal Advice

Citizen's Advice Bureau offer a range of free advice about a range of problems, debts, benefits, housing, energy costs, rights and immigration

There are five local offices in Edinburgh and in most other towns, where they can contact utility companies on your behalf, negotiate, write letters, make claims, agree debt management.

www.citizensadviceedinburgh.org.uk or cas.org.uk

City of Edinburgh Benefits & Debt Advice Shop

The Advice Shop is accessible at the Customer Hub, 249 High Street on Tuesdays and Thursdays from 10am to 4pm on a walk in basis and provides advice on welfare rights, benefits, and sources of financial help.

Police Scotland

Call 999. In critical or life-threatening circumstances

Call 101 for advice and to report all non-urgent police matters. This service is available 24 hours a day, 7 days a week

If you need help but cannot speak on the phone the following link may be helpful:

https://www.policeconduct.gov.uk/sites/default/files/Documents/research-learning/Silent_solution_guide.pdf

Mental Health Advice

- **NHS 24 Mental Health Hub Phone 111** If you are in distress and you need to speak to someone urgently, you can contact: on nhs.uk.111
- **Clear your Head** The Scottish Government support hub gives details of organisations supporting good mental health.

<https://clearyourhead.scot/support>

- **Breathing Space** on 0800 83 85 87 - Weekdays: Monday - Thursday 6pm to 2am and at the Weekend: Friday 6pm - Monday 6am
- **The Samaritans** on 116 123 or email jo@samaritans.org – open 24 hours
- **See Me Scotland** offers tips on talking about mental health worries with those you love and further information on sources of support.

<https://seemescotland.org/media/9780/website-social-movement-key-messages.pdf>

- **Edinburgh Crisis Centre** provides community based, emotional and practical support at times of crisis for people who are aged 16 and over who are using, or have used, mental health services and are resident in the City of Edinburgh when they are facing a crisis. Open 24 hours, 365 days in the year.

Freephone: 0808 801 0414, Text: 07974429075

Email: crisis@edinburghcrisiscentre.org.uk

Support for Parents

If you are a parent with worries and need support you can get support through the Children 1st Parentline, which is here for you and your family 7 days a week. Mon-Fri, 9am to 9pm and Sat-Sun, 9am to noon. Call 08000 28 22 33 free, browse their website for advice and support, or start a webchat:

<https://www.children1st.org.uk/help-for-families/parentline-scotland/>

Support for Children and Young People

Childline offers advice and support to children and young people about anything worrying them. Phone free on 0800 1111 or contact

<https://www.childline.org.uk/get-support/contacting-childline/>

Young Scot offers information on anything from relationships, health and wellbeing, to difficulties at home at school, work, etc. The Young Scot Info Line is a free, confidential information helpline for 11 to 26 year-olds across Scotland,

Phone 0808 801 0338. The Info Line is open between 10am and 5pm, Monday to Friday, subject to public holidays.

<https://young.scot/get-informed>

Support for LGBT people

LGBT Helpline Scotland 0300 123 2523 is open Tuesday and Wednesday between 12 – 9pm and Thursday and Sunday between Sunday 1 – 6 p.m.

or email helpline@lgbthealth.org.uk

Transgender

Scottish Trans and the Equality Network work to promote the rights of transgender people and organise events. They can be contacted at

<https://www.scottishtrans.org>

Alcohol and Drug problems

If you think that you or someone else might have a problem with drugs and alcohol, there is a wide range of help available.

Domestic Violence and Abuse

There is a 24 hour helpline, 365 days a year, for all people experiencing violence or abuse in a personal relationship, or who have experienced sexual violence.

Call the Helpline on 0800 027 1234

Email contact helpline@sdafmh.org.uk

Other helpful sources of support for those experiencing Gender-Based violence can be accessed here <https://www.scottishwomensrightscentre.org.uk/abuse-violence-victim-support/>

Edinburgh Women's Aid <https://edinwomensaid.co.uk/contact-us/>

For support or to contact any of Edinburgh Women's Aid's support services call 0131 315 8110. or leave a message on the 24-hour answer machine or email info@edinwomensaid.co.uk

Edinburgh Rape Crisis Centre can be contacted on 07966 067 301 or call their call back phone on 0131 556 9437 and leave a message.

Support for victims of crime

Victim Support Scotland can be contacted via its free helpline 0800 160 1985 (8 a.m. – 8 p.m., Monday to Friday) or through a Webchat service (Monday – Friday 9 am – 1pm) or via a self-referral form. More information can be accessed here.

Access to Food

The Edinburgh Food Project operates 8 foodbanks across the northwest, central and east of Edinburgh. It also runs More Than Food projects offer a range of support to

people including, benefits and debt advice, housing and employment, a Money Advice Service and Mental Health Project.

Contact them by phone 0131 444 0030 or email at info@edinburghproject.org or fill in the form here [Contact Us - Edinburgh food project](#).

BBC Action Line

This is a very comprehensive source of information on topics, charities and specialist agencies dealing with problems and specific issues. It has a help line 03700 100 222 and the BBC website.

Updated April 2022